

# Through the KEYHOLE

Official NEWSLETTER of CYNON-TÂF H A and P D H A

## MAKING FRIENDS

In our area a number of intergenerational projects have been developed which bring together school pupils with older people. The residents at Cwrt Alun Lewis in Cwmaman have been involved in one such project with children from the local Glynhafod school.

The children come along to the complex with their teachers, and ask the residents questions on a topic such as Old Cwmaman, where they worked, the pits or the holidays they used to take.

One of the residents told the pupils how she left



A pupil and resident take part in the project at Cwrt Alun Lewis

home at 15 years of age to work as a maid at the home of William Gilbert, the composer, at Grimms Dyke in Harrow. The pupils were able to find information on the internet about the house, which is now a hotel.

The project has been a great success and strong bonds have developed between the children and residents. Ten of the residents attended concerts at the school.

Residents at Pen Llew Court in Trecynon have

been involved in a project with pupils from Aberdare Boys Comprehensive School. The project is run by the University of Glamorgan following a successful bid to the Welsh Assembly Government. The aims of the project are to encourage good citizenship and being an active citizen in the community and the world.

We are pleased to be involved in these and other similar projects which benefit the community within our area of operation.



## YOUR COMMENTS.....



We are always interested in what you think about the service we provide. Here are some of your comments from returned repair reply slips

"Thanks to Cynon Tâf first class service"

"The service was excellent from 1st phone call to office and job completion was 50 minutes"



"I am very pleased with the speed that Cynon Tâf fix any problems that you have with your property"

## MYSTERY CUSTOMERS

**Did you know?** We have 78 mystery customers which represents 4.3% of our tenants who report on all aspects of the service they receive.

The mystery customers contacted during October 2006 told us:

91%% who had rung the office felt the way their call was dealt with was very good or good

100% felt the attitude of officers was very good or good

78% felt the standard of job / repair carried out was very good or good

100% felt the repair work carried out resolved the problem



## STAFF NEWS



**Sian Tennick, pictured above, has just been appointed as the new Housing Manager. She is replacing Keith Bishop who is retiring at the end of March. Sian has been the**

**housing officer for Penrhiwceiber and Miskin since August 2004. Sian is an active Member of the Chartered Institute of Housing.**

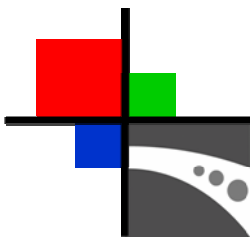
We would like to wish Keith all the best in his retirement and good luck to Sian in her new role. We are currently recruiting a housing officer to replace Sian and will report on this in the Summer newsletter.

## NEW WEBSITE

**As part of our new organisation we are in the process of updating our website.**

We intend that it will include facilities for an online discussion forum, housing applications and payment of rent. It will also be fully adaptable so that the print size can be changed to suit your needs.

Look out for the launch of the new website soon!



**Please note our new logo for the new organisation. It will be used for all parts of the group, including Care and Repair Rhondda Cynon Tâf. You will see this logo as we use up our current stock of letterheads and other stationery, and on all new printed materials.**

## SMOKING BAN

The new law banning smoking in enclosed public places in Wales is due to come into force on 2nd April 2007. The aim of the smoking law is to protect workers and the general public from the harmful effects of second-hand smoke.

It is the policy of Cynon Tâf Housing Association that all of our workplaces are smoke-free and all employees have a right to work in a smoke-free environment.

The law will require enclosed public places, including workplaces, to be smoke-free. This means employees of Cynon Tâf Housing Association, visitors and the general public will not be allowed to smoke in any of the Association's premises, including the communal areas of our sheltered accommodation.





## TENANTS' FORUM NEWS

**T h e Tenant's Forum welcomed new members from Pen Llew Court, Trecynon and Gower Davies Court, Ynysybwl. Twenty tenants attended the meeting.**

The Forum discussed the budget for the next financial year which included funding for training and for delegates to attend the annual TPAS conference. There was

an update on the progress of the Tenant Empowerment Grant and the Tenants Participation Compact was reviewed.

The Chief Executive, David Lewis, provided information concerning the merger and staff structure of the new organisation. He answered questions from the Forum. He also informed the members of

the outcomes of our recent inspection and the draft report that we have received from the Wales Audit Office.

Why don't you come along and be part of the Tenants' Forum? The next meeting will be held at **11.00 o'clock on Wednesday 9th May 2007** at Cynon Tâf Housing Association offices at Aberdare.

### INSPECTION UPDATE

You may remember that we were inspected by the Wales Audit Office in September 2006. We have now received the draft report which will be published shortly. As you know tenants must be provided with a summary of the report. We hope to circulate this with the next edition of Through the Keyhole.

### HOLIDAY ARRANGEMENTS

**The Office will be CLOSED from -  
4.00pm on Thursday 5th April 2007  
Until  
9.00 am on Wednesday 11th April 2007**

**Monday 7th May 2007  
Monday 28th May 2007,  
and  
Tuesday 29th May 2007**

**IN EMERGENCY RING  
0845 2602633**

